

Iowa Medicaid Enterprise

User Registration at Iowa
Medicaid Portal Application

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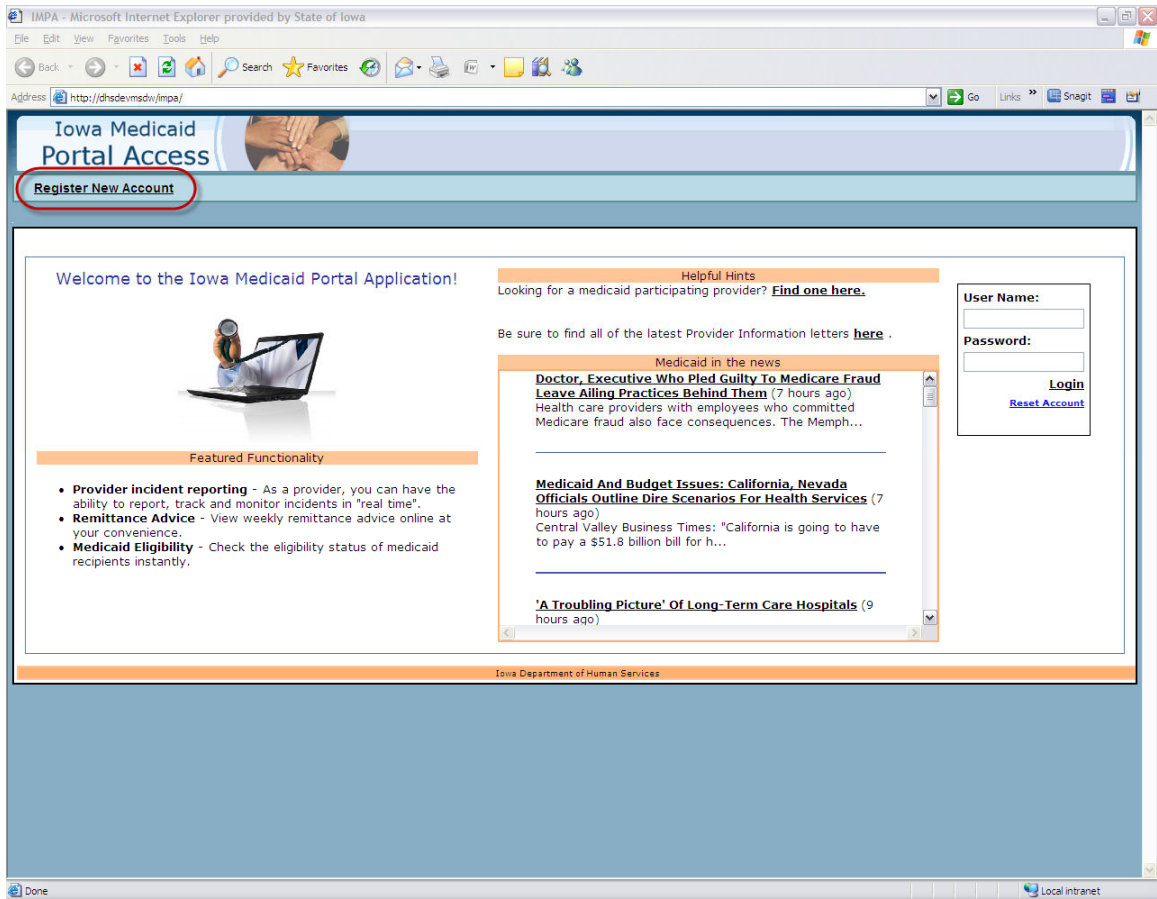
Introduction

The following guidance is for establishing yourself as a user within the Iowa Medicaid Portal Application (IMPA). It is important to keep in mind two things;

1. There are applications and functionalities within IMPA that requires the user to have an e-mail account. If you do not have an e-mail account, we encourage you to set one up at one of the free services (e.g. hotmail, Gmail, Yahoo). Messages sent to you via e-mail will not contain any sensitive information or protected health information.
2. Some of the functionality (e.g. Electronic Remittance Advices) will require for you to be part of a group. If you are the person who will be setting up your organization to use IMPA for things such as accessing remittance advices, please see the document on setting up a group.

How to Register as a User of IMPA

1. Go to the IMPA main page at <https://secureapp.dhs.state.ia.us/imp/>
2. On the upper left side of the main landing page, click on "Register New Account"

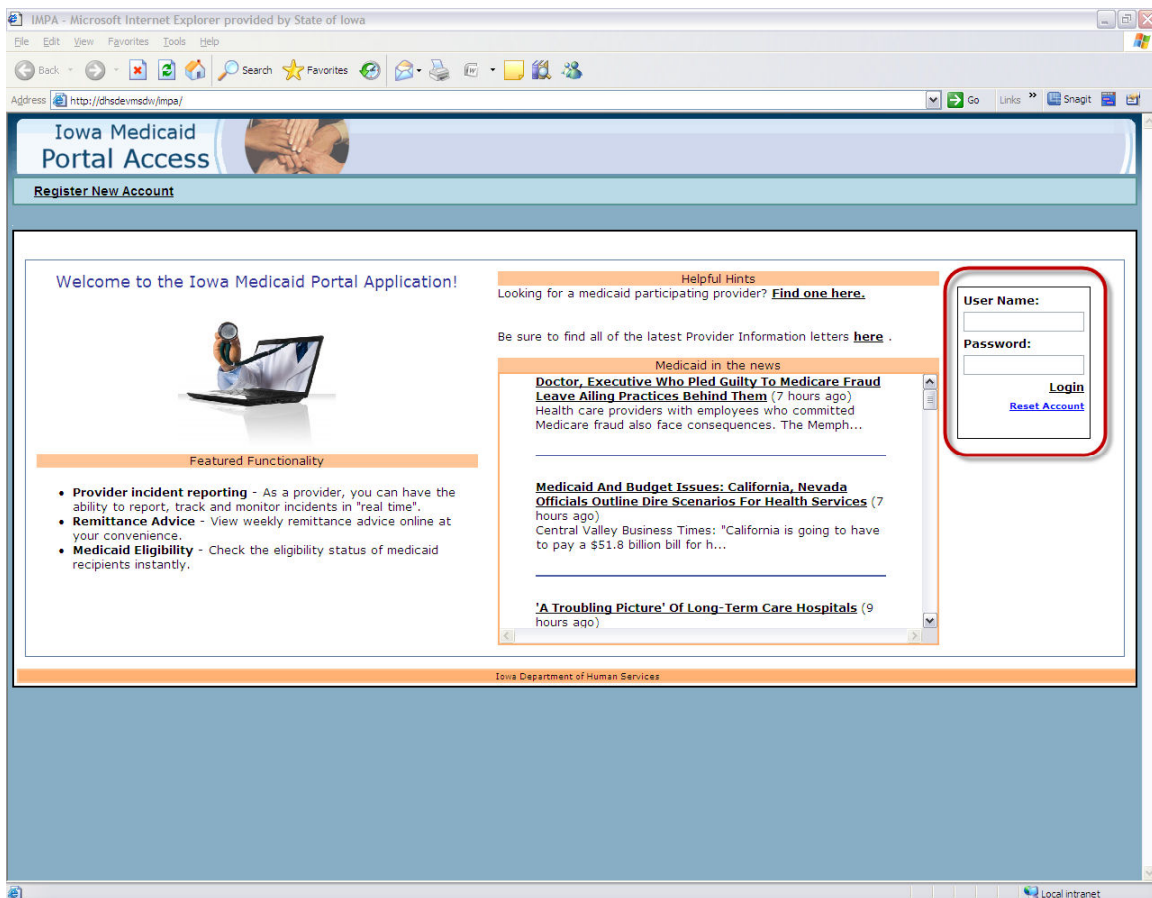


3. Add the following information on the sign-up sheet

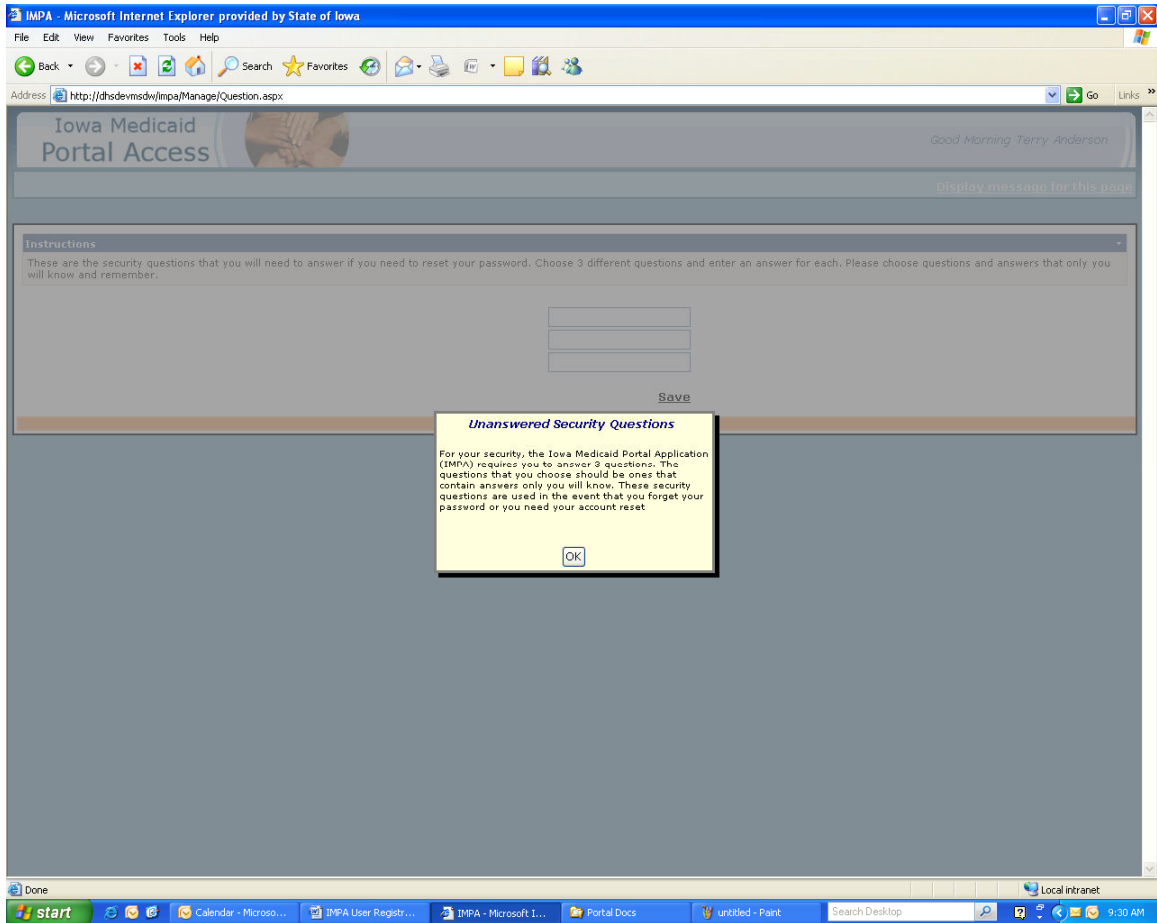
- a. Username (Required) – you can create your own user name. It must be at least 5 digits (characters/numbers) in length (e.g. John1, Maribell). The user name will be validated to the rules and provide you an error message if applicable. We highly encourage you to use as distinctive usernames as possible.
- b. First Name (Required)
- c. Last Name (Required)
- d. Password (Required) – Must be at least 8 digits (characters, numbers, special symbols) and must contain all the following;
 - i. One (1) upper case character,
 - ii. One (1) lower case character,
 - iii. One (1) number, and
 - iv. One (1) special character (!@#\$\$%^&-=)
- e. Password must be typed in twice to validate it (and ensure no typos). If the two entries do not match, an error text box will be displayed.
- f. E-mail address (Required for several features of IMPA to work). (We encourage you to put in your email anyway, to facilitate with communication.) This address should be an individual personal email address, not a group email address, because it will be used in password

resets. There are many places to go to get free email addresses if needed, such as gmail (www.gmail.com), Yahoo (www.yahoo.com) or MSN Hotmail (www.hotmail.com).

- g. E-mail address confirmation (to ensure no typos). If the two entries do not match, an error text box will be displayed.
 - h. Phone Number.
 - i. Challenge (Required) – You will see a set of characters embedded in a picture. Type the same characters in the challenge box. (The text challenge is NOT case sensitive.)
 - j. Click on “Create”.
 - k. The information above will be validated. If there are errors, a text box will be displayed. The user corrects that entry and types in the new challenge and clicks on create again. If all information is valid, a text box will be displayed and you will be redirected to the login page.
4. Log into IMPA. Type the username and password you created in the login box on the right side of the main page and click on the login Box.



5. Answer Security questions.
 - a. On your first entry to IMPA, you will be directed to choose and answer three security questions that will be used for password resets and maintenance of your account.



- b. Choose a security question from the **dropdown box**.

Iowa Medicaid Portal Access

Good Morning Terry Anderson

Display message for this page

Instructions

These are the security questions that you will need to answer if you need to reset your password. Choose 3 different questions and enter an answer for each. Please choose questions and answers that only you will know and remember.

What was your childhood nickname?

What was your childhood nickname?

In what city did you meet your spouse/significant other?

What is the name of your favorite childhood friend?

What is your oldest sibling's birthday month and year? (e.g., January 1900)

What is the middle name of your youngest child?

What is your oldest sibling's middle name?

What school did you attend for sixth grade?

What was your childhood phone number including area code? (e.g., 000-000-0000)

What is your oldest cousin's first and last name?

What was the name of your first stuffed animal?

In what city or town did your mother and father meet?

What was the last name of your third grade teacher?

In what city does your nearest sibling live?

What is your youngest brother's birthday month and year? (e.g., January 1900)

What is your maternal grandmother's maiden name?

In what city or town was your first job?

What is your spouse's middle name?

What is the name of your High School?

What was the name of the company for your second job?

What is the name of your second pet?

Save

Department of Human Services

- c. Answer the question.
- d. Repeat b & c for the next two questions. You must choose 3 different security questions.
- e. When all 3 questions have been chosen and answered, click on the SAVE button. This will record your answers and you will be directed to the main portal page. (Only you will know these secret questions and answers. If you forget them, IME staff will not be able to help you in retrieving them.)

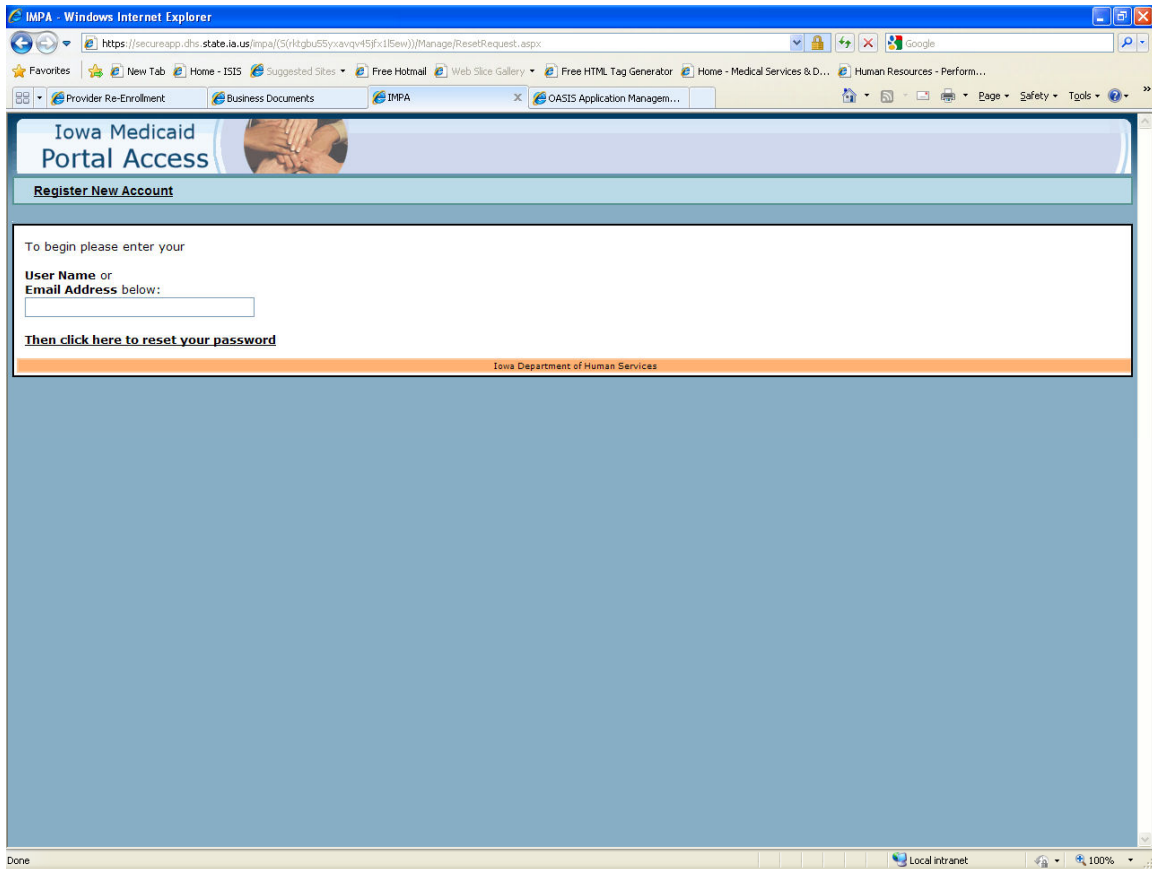
Please note that an account expires if there is no activity on it for 180 days.

How to Reset Password or recover User Information

1. Passwords expire after 60 days. The next log in after a password has expired, you will need to enter a new password. If you forget your password, it can be reset from the IMPA home page. Go to the IMPA home page and select “Reset Account” in the login area.



2. On this page, you enter either your email or the user name you wish to reset.



3. This will take you to the next page where you must choose one of your security questions to answer.

The screenshot shows a web browser window titled "IMPA - Windows Internet Explorer". The address bar displays the URL: [https://secureapp.dhs.state.ia.us/impal\(5/r1tgbu55yxavqv45fx1l5ew\)/Manage/ResetPassword.aspx](https://secureapp.dhs.state.ia.us/impal(5/r1tgbu55yxavqv45fx1l5ew)/Manage/ResetPassword.aspx). The browser's Favorites bar shows several links including "New Tab", "Home - ISIS", "Suggested Sites", "Free Hotmail", "Web Slice Gallery", "Free HTML Tag Generator", "Home - Medical Services & D...", "Human Resources - Perform...", "Provider Re-Enrollment", "Business Documents", "IMPA", and "OASIS Application Managem...".

The main content area of the page is titled "Iowa Medicaid Portal Access" with a sub-link "Register New Account". Below this, there is a form for resetting a password. The form includes a "Question:" dropdown menu with the selected option "In what city did you meet your spouse/significant other?", a "Reponse:" text input field, and a link that says "Can't remember your questions, click here to receive an email." Below these are two text input fields for "New Password:" and "New Password (Confirmation):".

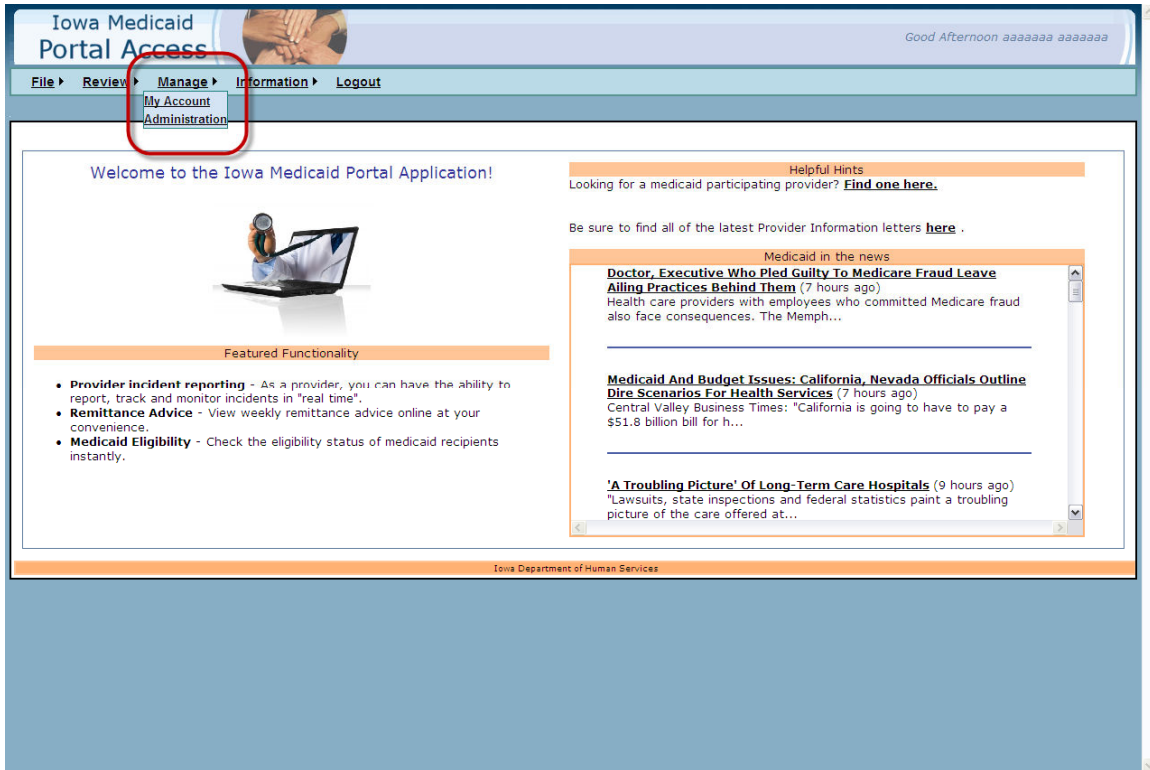
In the center of the form is a ReCAPTCHA image showing the words "chunmed" and "was". Below the image is a text input field with the prompt "Type the two words:". To the right of the input field is a red ReCAPTCHA logo with the text "reCAPTCHA" and "stop spam, read books." Below the ReCAPTCHA section is a "Save" button.

At the bottom left of the form area is a link "New Reset Request". At the bottom center, in a small orange bar, is the text "Iowa Department of Human Services". The browser's status bar at the very bottom shows "Done", "Local intranet", and a zoom level of "100%".

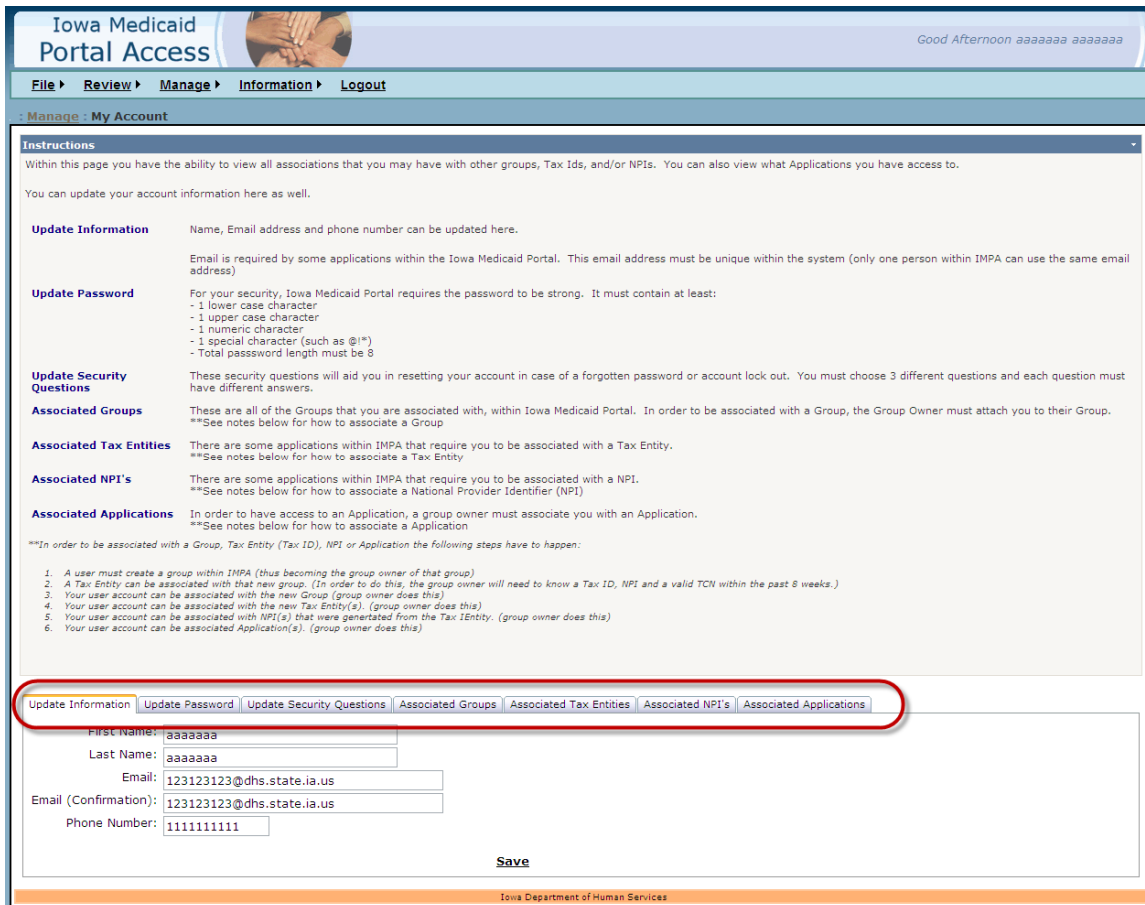
4. Then you enter your new password (twice for confirmation).
5. You also have to enter the two words on the ReCAPTCHA dialog as well.
6. When you are done, press Save to save the new password for the account.
7. If you can't remember your questions, you can click on the link to receive an email and reset your password via email instead.

User Account Management

1. At any time, you can go into the menu “Manage” and choose “My Account” to navigate to the Account Management Screen.



Selection of “Manage”, “My Account” will navigate you to the main account management screen. There are several account management tabs available.



Iowa Medicaid Portal Access Good Afternoon aaaaaa aaaaaa

[File](#) ▶ [Review](#) ▶ [Manage](#) ▶ [Information](#) ▶ [Logout](#)

Manage - My Account

Instructions
Within this page you have the ability to view all associations that you may have with other groups, Tax Ids, and/or NPIs. You can also view what Applications you have access to.

You can update your account information here as well.

Update Information Name, Email address and phone number can be updated here.

Email is required by some applications within the Iowa Medicaid Portal. This email address must be unique within the system (only one person within IMPA can use the same email address)

Update Password For your security, Iowa Medicaid Portal requires the password to be strong. It must contain at least:

- 1 lower case character
- 1 upper case character
- 1 numeric character
- 1 special character (such as @|*)
- Total password length must be 8

Update Security Questions These security questions will aid you in resetting your account in case of a forgotten password or account lock out. You must choose 3 different questions and each question must have different answers.

Associated Groups These are all of the Groups that you are associated with, within Iowa Medicaid Portal. In order to be associated with a Group, the Group Owner must attach you to their Group.
**See notes below for how to associate a Group

Associated Tax Entities There are some applications within IMPA that require you to be associated with a Tax Entity.
**See notes below for how to associate a Tax Entity

Associated NPI's There are some applications within IMPA that require you to be associated with a NPI.
**See notes below for how to associate a National Provider Identifier (NPI)

Associated Applications In order to have access to an Application, a group owner must associate you with an Application.
**See notes below for how to associate a Application

**In order to be associated with a Group, Tax Entity (Tax ID), NPI or Application the following steps have to happen:

1. A user must create a group within IMPA (thus becoming the group owner of that group)
2. A Tax Entity can be associated with that new group. (In order to do this, the group owner will need to know a Tax ID, NPI and a valid TCIN within the past 6 weeks.)
3. Your user account can be associated with the new Group (group owner does this)
4. Your user account can be associated with the new Tax Entity(s). (group owner does this)
5. Your user account can be associated with NPI(s) that were generated from the Tax Entity. (group owner does this)
6. Your user account can be associated Application(s). (group owner does this)

Update Information | **Update Password** | **Update Security Questions** | **Associated Groups** | **Associated Tax Entities** | **Associated NPI's** | **Associated Applications**

First Name: aaaaaaa
Last Name: aaaaaaa
Email: 123123123@dhs.state.ia.us
Email (Confirmation): 123123123@dhs.state.ia.us
Phone Number: 1111111111

Save

Iowa Department of Human Services

2. **Update Information** – You can change and/or update your main account information which includes First Name, Last Name, E-mail address, and Phone number. If you did not enter an e-mail address when you first registered it, this is where you go to add it.
3. **Update Password** – Use this tab to change your password.
4. **Update Security Questions** – The 3 questions you chose when you first registered will be displayed but the answers you provided will NOT be displayed. You can change your questions or update your answers. If you choose to change a question or update the answer to a question, you need to provide new answers for the remaining questions. If you update one security question, update them all and click on SAVE.
5. **Associated Groups** – All IMPA registered users are members of the IMPA group. If you are a member of another group (e.g. a group set up to access electronic RA's for your organization) then it will be displayed. If you are the owner of the group, it will display “Yes” in the owner box next to the group.
6. **Associated Tax Entities**. If you are associated with an organization that has registered a Tax Entity within IMPA, it will show here.

7. Associated NPI's. If you are associated with any NPI's, based on how a group is created and registered within IMPA, the NPI's will be displayed here. For example, if you are a user of electronic RA's functionality, then you would see the list of NPI's you are associated with your group and your username. NPI-Based functionality and related access is controlled by the group owner.
8. Associated Applications – Within IMPA, functionality is contained within what we call an Application. For Example, Electronic RA's and Incident Reporting are defined applications. The applications you have access to, and therefore show up in your main menu of IMPA, is displayed here.
9. After making any change on any items within the tab above, you must click on SAVE or your changes will not be stored.

Administration for Group Owners

The administration item within the “Manage” menu is where a user goes to create and manage groups. Please see the posted document on creation and management of groups. (It's located at <http://www.ime.state.ia.us/docs/IMPAGroups.pdf>) If your organization has established a group to access applications such as Electronic Remittance Advice, you will need to provide your user name that you have created within IMPA to the group owner who can then join you to the group.